





SW9 Community Housing  
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To all residents

151 Stockwell Road  
London  
SW9 9FX

Dear Residents

We've received a number of communications from you over the past couple of days outlining how unhappy you are that the replacement parts for the pump, will take 3-5 weeks to deliver.

I would like to express how sorry I am that this is the case, but also assure you that we have acted as quickly as possible to get Willow Pumps, the contractor who can repair the pumps to get the replacement to us.

Unfortunately, to the best of our knowledge there is only one supplier of these bearings, and as that is in Germany, it is subject to the delays that have resulted to deliveries since the UK left the European Union.

We have also spoken with other contractors to see if they could get the pump repaired more quickly, but they themselves acknowledged that it would take them an equally long time.

We have also asked if there was anything that could muffle the noise, but there apparently isn't.

Looking forward, Willow Pumps have **tentatively** booked in the 26 July to replace the part. If it arrives sooner, they will be able to attend sooner,

I know how annoying unexpected noise can be, so please accept my apologies again.

With Kind Regards

**Miles Lanham**

Director of Customer Service and Operations

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